

Ongoing Onsite Case Reviews - Guidance for Caseworkers and Supervisors

The Wisconsin Department of Children and Families conducts reviews of Ongoing cases using the Child and Family Services Review (CFSR) instrument. Your case was randomly selected for an onsite review, which will occur next month. Your assistance is needed to help ensure a successful review.

DEFINITIONS

Child and Family Service Review (CFSR)—A review process set up through the federal government and administered by the Children's Bureau to assess state child welfare outcomes. The Ongoing review uses the federal CFSR instrument, known as the Onsite Review Instrument (OSRI).

Onsite Review—Includes interviews with *key case participants*. Interviews with professionals (i.e. caseworkers, supervisors, foster parents) will be conducted via telephone; interviews with parents will be provided through the parent's preferred option (i.e. telephone or face-to-face); interviews with children (i.e. target child, all children on an in-home case), when applicable, will be conducted face-to-face.

Explanation of In-Home v. Out-of-Home—An out-of-home case or foster care case is one where any child in the family was in out-of-home care for more than 24 hours during the period under review. An in-home case is a case that was opened for services for more than 45 days in the period under review and no child in the family was in out-of-home care for more than 24 hours.

Period under Review (PUR)—A predefined time period that will start eleven months before the first day of the month that the case scheduled for review. For example, a case scheduled for review during the month of June 2017, will have a PUR from July 1, 2016 to the date of the last interview in June 2017.

Assignment month—The month in which the caseworker receives notification that a case will be reviewed.

Review month—The month in which interviews for the case will occur and the review will be completed.

Key Case Participants—These are the individuals who will be scheduled to have interviews. Key case participants include the caseworker, mother, father, out-of-home care provider(s), and the target child in an out-of-home case or all children who reside in the home for an in-home case.

ONSITE REVIEW TIMELINE:

- By the 7th of the assignment month, view the webinar and access additional resources. The primary worker must complete the questionnaire.
- By the 14th of the assignment month, the primary worker must email a completed case contact sheet to the reviewer and DCF email address (DCFChildWelfareCQIPProcess@wisconsin.gov).
- By the 21st of the assignment month, the reviewer will contact the primary worker to discuss the completed questionnaire, case contact sheet and any other pertinent case details. A formal interview will be scheduled after this initial call.
- By the 1st of the review month, inform all key case participants of the interview process. Review and print out the applicable CFSR Fact Sheets, the Frequently Asked Questions, and additional resources to help prepare for these conversations.
- By the 1st of the review month, update eWiSACWIS with relevant case documentation, including but not limited to, educational, medical, dental, and mental health information.
- By the 10th of the review month, complete the formal interview with the reviewer.

CONTACTING FAMILIES AND OUT-OF-HOME CARE PROVIDERS

- The caseworker should contact key case participants to inform them of their case being selected and to explain the review and interview processes. Let case participants know the reviewer will be contacting them to set up an interview time. The reviewer will determine the logistics (time, location, interview method) when scheduling with participants.
- If the caseworker has any questions about which persons are identified as case participants and/or how to approach the case participants, discuss with the reviewer.
- Provide case participants with the applicable CFSR Fact Sheets and discuss accordingly.

CASE RECORDS

- The primary worker must alert the reviewer to any documentation systems that are separate from eWiSACWIS.
- It is recommended that the primary worker scan into eWiSACWIS any case documentation including court orders, documents from service providers, protective plans, educational information and medical records.

RELATED MATERIALS—ACCESSIBLE VIA THE DCF WEBPAGE

- Case Contact Sheet
- Guidance for CPS Ongoing Managers
- Frequently Asked Questions
- Optional Script
- CFSR Quick Reference Items List
- CFSR General Fact Sheet
- CFSR Parent/Caregiver Fact Sheet
- CFSR Youth Fact Sheet
- CFSR Foster/Adoptive Parent Fact Sheet
- Onsite Review Instrument (OSRI)